



JAIDEEP DAGAR

Phone: +91-9769563702 / **E-Mail:** jaideep.dagar1@gmail.com

Enthusiastic hotelier, eager to contribute to team success and bottom line through perseverance, attention to detail with excellent organizational and entrepreneurial skills.

PROFILE SUMMARY

- Result-oriented professional with **over 18 years** of business acumen in **Hospitality Operations, Strategic Planning, Inventory Management and Team Management across Hospitality sector.**
- Expertise in **Pre-opening properties & creating business development procedures, service standards, operational policies and guidelines** for maintaining quality & hygiene standards
- Ability to communicate technical data to non technical individuals.
- Currently handling property with a **turnover of 67 cr.** Previous to this have handled Hospitality brand with a **turnover of 16.5 million USD in Saudi Arabia.**
- Contributed in business expansion of Copper Chandni Internationally from a 8 restaurants to a chain of 12 plus & 2 QSR, establishing it as Saudi Arabia's one of the best destinations.
- Successfully cleared Company Audits for the 3 years in Operations and Finance with all-time high scores of 96%.
- Proven senior-level experience in executive decision-making, policy direction, strategic planning, Senior Client Management, personnel management.
- Managing **relationships with property stakeholders**, by keeping brand leadership team, owners, and above property stakeholders updated on property performance in the areas of financials, guest satisfaction, and associate engagement.
- Vendor management and drive vendor to achieve the target with Vendor interaction to make them understand operational expectation.
- Efficiently reduced manpower & other variable costs by multi tasking, rigorous training & by using best practices.

KEY SKILLS

Developing Key Strategies	Networking with Clients	Clear Communication
Food & Beverage quality & safety	Effective Budgeting Exercise	Sales and Marketing
Customer and Employee engagement	Effective Goal settings	Entrepreneurial
Pre-Opening & Franchising Operations	Critical and creative-thinker	Financial acumen
Decisiveness	Drive and persistence	Fearless approach
Collaboration with other department heads and the board of directors		
Liasioning with Democrats and Government officials		

WORK EXPERIENCE

RESIDENT MANAGER

February 2019 till date

Jaypee Hotels and Resorts, Greater Noida

Managing the entire facility while reporting to the Managing Director and overseeing Engineering, Security, Human Resources, Sales and Marketing, Housekeeping, Food & Beverage, Front Office, Finance, and Recreational Activities. **170 Keys Luxury Resorts** spread in 15 Acres, with world renowned Tamaya Spa, **18 Hole GOLF COURSE**, an array of F&B offerings, along with **Jaypee Atlantic-the club**, Intimate Dining Locations & Banqueting space of approx 70,000 Sq Ft.

- Responsible for day to day operations of all revenue and non revenue operating departments.
- Responsible for the preparation, presentation and subsequent achievement of the facilities annual Operating Budget, Marketing & Sales Plan and Capital Budget.
- Overseeing and managing all departments and working closely with department heads on a daily basis.
- Monitor daily/ monthly sales and marketing campaigns in line with the Department operations.
- Coordinate with the Department Heads for exchange of information and consistent service delivery.
- Maintain healthy relations with Guests/patrons and resolve the grievances smoothly.
- Coordinate with HR for staff recruitment, training, annual appraisal and staff welfare.
- Lead, train and motivate teams ensuring their career development and positive contribution to the company
- Overseeing all key property matters including capital projects, customer service and refurbishment.
- Monitor existing and new regulations to ensure that all departments are in compliance or properly prepared to comply with regulations (licensing, Human Resources, Health and Safety and hygiene, Maintenance etc).
- Ensure that monthly financial outlooks for Rooms, Food & Beverage, Admin & General, on target and accurate.
- Maximizing room yield & revenue heads through innovative sales practices and yield management programs.

EXECUTIVE OPERATIONS DIRECTOR (KSA & Bahrain)
OPERATIONS MANAGER (KSA)
Copper Chandni Co. (Hospitality Division)

November 2016 - September 2018
February 2016 – November 2016

Profile: Reporting to CEO and working in close coordination with Regional Managers and Unit General Managers to develop and implement departmental strategies and ensures implementation of the brand service strategy and brand initiatives. Handled **Pre-Opening & Franchising Projects** successfully across KSA and Bahrain.

- **Multi Unit Management** of 12 Food and Beverage Destinations spread across in 35,000 sq. ft. area in KSA & Bahrain and 8 QSR in pre-opening stage. Brands Managed :-
 1. **Copper Chandni Restaurants**
 2. **Oah Yamal – Arabic Sea Food Specialty Restaurant**
 3. **Copper Fast – QSR**
 4. **Zaher AlRoman Lebanese Specialty Restaurant**
 - ❖ In 2016 expanded and moved into the segment of Quick service restaurant with Indian Fusion.
 - ❖ In 2017 diversified and opened a restaurant each of Lebanese and Arabian cuisine successfully.
 - ❖ Started Brand Franchising.

KEY RESULT AREAS WITH HIGHLIGHTS

- Responsible for overall Operation for Hospitality Outlets, Managing 12 restaurants with 350 plus employees.
- Drove operational direction, administrative and cost efficiency and coordination of security & controls initiative.
- Collected and interpreted key metrics to determine which programs met desired outcomes or required further streamlining for success.
- Surpassed annual revenue targets by over \$1 million through effective oversight of daily operations and strategic initiative implementation.
- Developed innovative ways such as Centralized Kitchen Concept, providing framework for managing \$20 million budget.
- Increased employee retention through improvements in leadership and development.
- Minimized expenses 35 % by working on lean staffing and renegotiating vendor contracts.
- Streamlined company processes and procedures while enhancing customer satisfaction.
- Met customer-service standards & expectation consistently by effectively communicating & actively listening.
- Made decisions with broad and positive impact on security management operations.
- Built strategic relationships with state and local law enforcement agencies.
- Increased profitability by optimizing sales and fulfilling lower overhead costs.
- Manpower planning, hiring and training employees and able to motivate to perform to their maximum potential.
- Finalizing on locations and structural designs for BOH.
- Franchising and remodeling of the Qsr and Restaurant concept.

PREVIOUS EXPERIENCE

Year	Designation	Profile	Company
June 2014 - January 2016	General Manager Sales and Marketing	Managing unit team of sales and marketing.	Indiabulls, Mumbai India
December 2013 - May 2014	Food & Beverage Manager	Pre-Opening & Managing 08 Restaurants along with Catering services	Country Inn & Suites by Radisson, Mumbai India
April 2011 - December 2013	Assistant Food and Beverage Manager	Overall Responsible for 06 hi-end specialty Restaurants, 01 Bar Lounge with Indoor and Out Door Catering	InterContinental Hotels, Mumbai India
May 2010 - April 2011	Outlet Manager	Pre-Opening & Responsible for Operations in Restaurants	Novotel Juhu Beach, Mumbai India
March 2009 – May 2010	Restaurant Manager	Responsible for Operations in Restaurants	InterContinental Hotels, Mumbai India
January 2008 - January 2009	Restaurant Manager	Handling 3 Restaurants along with Bar lounge	Sofitel City Centre, Dubai (September 2008 – January 2009)
	Team Leader	Pre-opening team of Food and Beverage outlets	Ibis - Pre Opening , Gurgaon India (January 2008 – August 2008)

Year	Designation	Profile	Company
June 2003 - September 2007	Banquet Executive	Completed Management Development Program along with Cross working in all departments majorly in Banqueting	Baltimore Marriott Waterfront (May 2006 – September 2007), MD USA
	Food & Beverage Executive	Worked in Coffee shop/ Specialty Restaurants	Renaissance Hotel & Conventional Centre (June 2003 – March 2006), Mumbai India

Highlights & Achievements

- At Jaypee Greens Greater Noida, there were measurable savings in the technical setup of the STP plant and heat pump. Cleared psychometric evaluation as a strong candidate for the position of General Manager, with planning and organisation highlighted as significant skills.
- Cosistently maintained HLP and repairs and maintenance well below the budget for Jaypee Greens.
- Did several pre-openings for Copper Chandni company KSA and Bahrain.
- Effectively managed the transportation fleet as well as logistics within budget at Copper Chandni co.
- Contributed significantly in development of Major social events such as Sundowner/ Bar Nights at Intercontinental.
- Re-launched the Corleone Italian restaurant at InterContinental Mumbai as Long and Short and elevated the revenues to records contributing to 33% of the total F&B revenue.
- Successfully Managed to increase the sales of Kebab Korner by 60%, with regress trainings at InterContinental.
- Pre-Opening – Successfully planned and launched Food and beverage operations at Ibis Gurgaon.
- Successfully completed Management Development Program designed by Marriott's Washington DC.

EDUCATION

- Masters in Business Administration** Oct 2020 – Jan 2022
Dual Specialization : Operations and Supply Chain & Leadership and Strategy Management
SVKM's NMIMS Global Access – School for Continuing Education.
- Quantitative Methods Online Course July 2021
Harvard Business Publishing
- Management Communications – Presenting in Business July 2021
Harvard Business Publishing
- Bachelor of Science in Hospitality and Hotel Administration from** 2001-2003
National Council for Hotel Management and Catering Technology and Applied Nutrition, Pussa New Delhi.

CERTIFICATIONS

- Seven habits of highly effective people by Steve Covey.
- Certified Train the Trainer
- Service Excellence by Marriott's
- Project Management
- Certified Event Management & Wedding Planner
- Business on Books
- HACCP Certified
- Fire and Safety Certification
- Management Industrial training from ITC Maurya Sheraton, Delhi – May 2001 – October 2001

PERSONAL DETAILS

Date of Birth: 18 February 1982
Languages Known: English, Hindi and Arabic (elementary)